

Docket No. 01-0662  
Bi-Monthly Progress Report

	Topic	Description of Commitment	Status
20	Billing Timeliness	SBC will take steps to correct unsatisfactory performance with respect to PM 17-billing timeliness and will subject it to additional monitoring, as set out in Jim Ehr's Surrebuttal affidavit.	<p>SBC Illinois provided Staff information on PM 17 in reports dated April 2, May 2 and June 4, 2003 as proposed in Jim Ehr's Surrebuttal affidavit. See Attachments 11, 12 and 13.</p> <p>For April and May 2003, results for PM 17 demonstrated performance in parity with SBC Illinois retail or affiliate for seven of the eight submeasures. UNE, UNE-P and Lineshare submeasures have been in parity for both months.</p> <p>SBC Illinois provided Staff information on PM 17 in reports dated July 8 and August 6, 2003. The UNE, UNE-P and Lineshare submeasures continue to meet the parity standard. The Resale submeasure is the only submeasure that has not been in parity for both months. SBC Illinois continues to address performance on the Resale submeasure in the monthly "Key PMs" report to ICC Staff. See Attachments 1 and 2.</p> <p>SBC Illinois provided Staff information on PM 17 in reports dated September 3 and October 9, 2003. Analysis of PM 17-04 performance identified a coding issue. With the correction of that issue, PM 17-04 would be in parity for June through September 2003. See Attachments 1 and 2.</p> <p>SBC Illinois provided Staff information on PM 17 in a report dated November 10, 2003. The Resale submeasure is the only submeasure that has not been in parity for the months of October and November. SBC Illinois continues to address performance on the Resale submeasure. See attachment 1.</p> <p>This commitment is on schedule.</p>
31	Line Loss	SBC Illinois will closely monitor the line loss notifications it provides to	The SBC Illinois line loss notification cross-functional team continues to monitor the loss notification process on a daily basis. The cross-

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		CLECs until such time as SBC Illinois provides a full six months of line loss notifications without any new problems being uncovered and without any of the existing or prior problems having resurfaced.	<p>functional team will be maintained at least until June 30, 2003. SBC will evaluate the need for continuation at the end of the ICC's required reporting period and provide the ICC with a 30-day notice of any discontinuance. SBC Illinois is providing the Commission a monthly report of any line loss issues that were identified during the month as described in the Line Loss Notifier Communications Plan. See commitment 16.</p> <p>The LSC continues daily monitoring of line loss notification activities. Any issues identified are provided to the cross- functional team that continues to meet to respond/resolve issues on an as needed basis.</p> <p>The LSC will continue to monitor line loss notification activities. Any issues will be provided to the cross-functional team on an ongoing basis.</p> <p>This commitment is completed.</p>
33	Performance Improvement	SBC commits to use its good faith, best efforts to remedy unsatisfactory performance on PMs 7.1, 13, 17, MI-2, MI-14, and 37-4, in accordance with the Order.	<p>See Attachment 24.</p> <p>See Attachment 3.</p> <p>See Attachment 3.</p> <p>See Attachment 2.</p> <p>This commitment is on schedule.</p>
36	RCF	SBC will make RCF available to CLECs as a resale offering and will	On June 18, 2003, SBC Illinois issued Accessible Letter CLECAM03-209 which provides information for CLECs that are interested in

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		work with Z-Tel to facilitate the availability of RCF as part of a UNE-P offering.	<p>providing a resale-based Remote Call Forwarding (RCF) Service to CLEC end-users that are provided their local service under a UNE-P arrangement. SBC Illinois continues to work to facilitate the availability of RCF as part of a UNE-P offering. See Attachment 26.</p> <p>As of this report, one CLEC has executed the amendment.</p> <p>This commitment is open.</p>
37	911 (PM 104)	SBC commits to pursue and explore with Staff and CLECs a more reasonable and workable standard for PM 104.	<p>SBC Illinois will propose a performance measure for PM 104 at the next six month review collaborative. The next collaborative is expected to begin in August 2003.</p> <p>The schedule for the next six-month collaborative was set on August 8. All proposed PM modifications, additions and deletions are due on September 15, with the first meeting to be held on September 25, 2003.</p> <p>SBC proposed a standard for PM 104 which is under discussion in the current six-month collaborative.</p> <p>SBC's proposal was agreed to by the CLECs on November 20, 2003.</p> <p>This commitment is completed.</p>
48	PMs	SBC shall add a diagnostic measure that will assess the duration of the EEL certification process. Final Order, page 216.	<p>SBC Illinois will propose a diagnostic performance measure that will assess the duration of the EEL certification process at the next six month review collaborative. The next collaborative is expected to begin in August 2003.</p> <p>The schedule for the next six-month collaborative was set on August 8. All proposed PM modifications, additions and deletions are due on September 15, with the first meeting to be held on September 25, 2003.</p>

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			This commitment is on schedule.
49	BearingPoint testing	SBC to address deficiencies noted by BearingPoint. BearingPoint to issue status report by November 28, 2003. SBC to respond to any open items, and the Commission to determine the appropriate resolution.	<p>SBC Illinois continues to work with BearingPoint to address deficiencies.</p> <p>BearingPoint will issue a report on November 3; SBC will file comments on the report on November 7 and CLECs will file comments on November 17. Staff will issue a report on November 24.</p> <p>On December 2, 2003, the ICC ordered the cessation of BearingPoint's review of SBC Illinois' performance measurements.</p> <p>This commitment is completed.</p>
53	BearingPoint PM review	SBC will address the deficiencies raised by BearingPoint in the metrics review and will use best and good faith efforts to facilitate the completion of testing by November 28, 2003. Thereafter, the Commission can determine the appropriate next steps.	<p>SBC Illinois continues to work with BearingPoint on the metrics review. The Performance Metrics Project Plan released June 2, 2003 indicates that approximately 53% or 143 of the 270 applicable evaluation criteria have been satisfied.</p> <p>On December 2, 2003, the ICC ordered the cessation of BearingPoint's review of SBC Illinois' performance measurements.</p> <p>This commitment is completed.</p>
54		SBC commits to complete any and all remedial actions the Commission deemed necessary to achieve compliance with the Commission's	This commitment is summary in nature and simply refers to the specific commitment items listed above. SBC Illinois has completed or is on schedule to complete all of these items.

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		Phase I Interim Order.	This commitment is on schedule.
55		SBC commits to exercising its best efforts to remedy each OSS and performance measurement deficiency that remains unresolved in accord with this order. These actions will further be verified by an independent third party.	<p>This commitment is summary and nature and simply refers to the specific commitment items listed above. See commitments 11, 12, 13, 33, 34, 35, 49, and 53.</p> <p>This commitment is on schedule.</p>
56		SBC commits to report to the Commission bi-monthly on progress toward meeting all remaining requirements, an obligation commencing with the issuance of this Final Order and containing through competition of all required activity.	<p>This is the first of the bi-monthly progress reports required by this commitment item.</p> <p>This is the second of the bi-monthly progress reports required by this commitment item. The first report was filed on June 30, 2003.</p> <p>This is the third bi-monthly progress report required by this commitment item. The second report was filed on August 29, 2003.</p> <p>This is the fourth bi-monthly progress report required by this commitment item. The third report was filed on October 31, 2003.</p> <p>This commitment is on schedule.</p>